

APPENDIX 2

2003 Metro King County Rider/Non-Rider Survey Findings – Excerpted North King County Findings

The information in this appendix is taken from King County Metro's 2003 Rider/Non-Rider Survey Findings, February 2004. Some of the findings are reported by King County subarea: East King County, South King County, and North King County. Findings from North King County (Seattle, Shoreline, and Lake Forest Park) are provided below.

Transit Trip Characteristics

Number of Rides in Past 30 Days

North King County has significantly more Regular and Infrequent Riders (47%) than either South King County (22%) or East King County (20%). Despite there being proportionally more riders in North King County than in other areas, the average number of trips in the month preceding the survey among North King County Riders (19) was comparable with the average trip in both South (19) and East King County (17).

Table 1 shows that the riding frequency among Regular and Infrequent Riders from North King County in the past 30 days was:

Table 1: Riding Frequency for North King County Riders in the Past 30 Days

Rides in Past 30 Days	Percentage of North King County Riders
21 or more	31%
11 to 20	20%
8 to 10	11%
5 to 7	14%
1 to 4	23%

In North King County, the incidence of regular riders showed a steady downward trend from 33% in 1997 to 27% in 2000. This trend was reversed in 2001 when ridership incidence in this area edged up to 29%. Since 2001, ridership incidence in North King County has climbed steadily: in 2002, ridership incidence was 34%. For 2003, there were Regular Riders in 36% of North King County households, a statistically significant increase compared to the 27% recorded in 2000.

In North King County, there were .64 Regular Riders 16 and older per household. The proportion of households with 2 or more Regular Riders was 13%. The proportion of residents 16 or older who are Regular Riders is 26%.

Table 2 shows Regular Riders per household for all three subareas.

Table 2: Regular Riders Per Household

	Total King County	North King County	South King County	East King County
No. Regular Riders 16 and Older per Household	0.38	0.64	0.32	0.25
Proportion of Households with 2 or more Regular Riders	7%	13%	6%	4%
Proportion of Residents 16 and Older Who are Regular Riders	16%	26%	11%	7%

Two Zone Trips

Thirty-five percent (35%) of Regular and Infrequent Riders usually make two-zone trips. As in past years, Regular and Infrequent Riders in East and South King County were more likely than those in North King County to take two-zone trips (68%, 56%, and 18% respectively). At 18%, the percentage of North King County riders who take two-zone trips is still significantly below the 24% recorded in 2000.

Number of Transfers

For North King County riders, 62% had no transfers, 26% had one transfer, and 12% had two or more transfers. This compares to 29% of South King County riders and 11% of East King County riders who reported making two or more transfers.

Wait Time Between Transfers

Riders in North King County had the greatest decline in wait time of the three subareas; their average wait time for a transfer was 14 minutes – compared to 15.8 minutes last year. Riders in East King County had the shortest wait time at 13.5 minutes. Table 3 shows how North King County riders average wait times have decreased over time.

Table 3: Average Wait Time for North King County Riders

Average Wait Time for North King County Riders	
Year	Average Wait Time (minutes)
2003	14.0 min.
2002	15.8 min.
2001	14.9 min.
2000	17.5 min.

Travel Mode to Bus Stop

Ninety-two percent of North King County Riders (Regular and Infrequent) walk to their bus stop compared to 67% for South King County and 58% for East King County.

Only 7% of North King County Riders reported that they drive to a park-and-ride lot.

Fare Payment – Type of Pass

Consistent with 2002, one in five pass users (20%) has a U-Pass. Almost one-quarter (23%) of North King County pass holders use a U-Pass.

CommutersMetro Bus Commuters

Sixty-two percent of bus commuters live in the North King County subarea, 22% live in South King County, and 16% live in East King County.

Carpool/Vanpool Commuters

North King County is home to about 28% of Carpool/Vanpool Commuters; South King County has 47% and East King County has 25%.

Commute Destination

Forty-nine percent of all Commuters travel to North King County, including 26% who work in downtown Seattle. The percentage of commuters to downtown Seattle not varied by more than 3 percentage points over the last six years.

Table 4 shows commute destinations and locations by subarea.

Table 4: Commute Location by Subarea of Residence

Commute Destination	All Commuters	Area of Residence		
		North King County	South King County	East King County
North King County (net)	49%	76%	30%	29%
▪ Downtown Seattle	26%	40%	16%	16%
▪ Other North King County	23%	36%	14%	13%
South King County	17%	5%	43%	60%
East King County	25%	12%	14%	60%
Other	9%	7%	13%	8%

Downtown Seattle

For Commuters to downtown Seattle, 38% drive alone to work or school; 44% use Metro buses, 8% percent are in a carpool or vanpool; 4% walk, and 6% use other modes of travel.

Parking Subsidies

Commuters are more likely to use Metro buses if they are not receiving free or reduced fare parking. Table 5 shows the subsidized parking availability by commute destination.

Table 5: Subsidized Parking Availability by Commute Destination

	All Commuters	Downtown Seattle	Other North King County	South King County	East King County
Free/employer provided	59%	28%	49%	78%	83%
Free/Not Employer Provided	7%	2%	10%	8%	6%
Reduced fee	8%	15%	12%	2%	3%
No subsidy	27%	56%	29%	13%	8%

In 2003, 28% of Commuters to downtown Seattle had fully subsidized parking; this compares to 35% in 2000.

For other areas of North King County, 49% of Commuters had fully subsidized parking in 2003; this is slightly down from 51% in 2000.

Transit Subsidies

Transit subsidy opportunities for survey respondents depend upon the employer's or school's location. For Commuters to downtown Seattle who ride Metro at least one time per month and pay with a pass, 77% received full or partial subsidies; for North King County locations, 78% received full or partial subsidies; Commuters to East King County, 87% were subsidized.

Distance to Work/School

Sixty percent of Metro Bus commuters live and work in North King County. Metro Bus commuters, on average have a shorter travel distance to work and school than Drive Alone and Carpool/Vanpool commuters.

Table 6 shows survey findings for North King County Commuters on how far they travel to work or school as a percentage.

Table 6: Distance to Commute Destination

Distance (Miles)	Downtown Seattle	Other North King County
21 miles or more	9%	9%
16 to 20 miles	10%	6%
11 to 15 miles	12%	13%
6 to 10 miles	31%	19%
0 to 5 miles	37%	53%
Varies	1%	0%
Total	100%	100%

Twenty-eight percent of North King Commuters outside of downtown Seattle travel more than 10 miles to work or school. Sixty-eight percent of downtown Seattle Commuters travel 10 miles or less to work or school.

Travel Time to Work/School

Table 7 shows the average travel time by home and work/school location that commuters from the survey said they spend for a one-way commute trip.

Table 7: Average Travel Time by Home and Work/School Location (minutes)

Work Location	Area of Residence			
	All Commuters	North King County	South King County	East King County
Downtown Seattle	28.7	23.2	44.3	31.8
Other North King County	23.2	19.3	30.7	31.2
South King County	22.0	26.6	20.8	17.9
East King County	24.3	32.9	34.8	29.1
Other/Varies	40.4	53.5	33.9	32.4

Appeal of Using the Bus

The Metro survey asked respondents who drive alone for work or personal travel to rate how they would like to use the bus instead of a car for these trips.

Commuting to Work/School

Table 8 shows the appeal of commuting by bus to major destination for respondents who drive alone. The most appealing destinations are those in North King County outside downtown Seattle.

Table 8: Appeal of Commuting by Bus to Major Destinations

	All Drive Alone Commuters	Downtown Seattle	Other North King County	South King County	East King County
Very Appealing	13%	8%	14%	12%	13%
Somewhat Appealing	22%	27%	30%	14%	21%
Not Very Appealing	14%	17%	13%	20%	12%
Not at All Appealing	49%	49%	41%	54%	52%

Table 9 shows that the number of drive alone commuters to downtown Seattle who find the bus very appealing continues to decline.

Table 9: Respondents Who Find Idea of Commuting by Bus to Downtown Seattle Area “Very Appealing”

Year	Very Appealing	Somewhat Appealing
2003	7%	31%
2002	13%	19%
2001	15%	29%
2000	18%	27%
1999	20%	24%

Personal Travel

Table 10 shows how Non-riders rated the appeal of using bus for personal trips.

Table 10: Appeal of Using Bus for Personal Travel by Area of Residence

	All Non-Riders	North King County	South King County	East King County
Very Appealing	7%	6%	7%	6%
Somewhat Appealing	23%	28%	22%	21%
Not Very Appealing	26%	27%	23%	28%
Not at All Appealing	42%	35%	45%	44%

Barriers to Riding Transit

The Metro survey identified the following five major barriers for Non-riders in North King County to riding transit (in descending order):

1. Bus routes near your home do not go where you want to go
2. The time it takes by bus
3. Having to transfer buses
4. Having to plan around bus schedules
5. The behavior of others on the buses.

Table 11 shows how Non-riders from the three King County subareas rated the barriers.

Table 11: Significant Barriers to Riding the Bus

	Total	North King County	South King County	East King County	Mean
Bus routes near home don't go to destination	46%	36%	51%	55%	4.47
Having to plan around schedules	32%	24%	32%	43%	4.31
The time it takes by bus	32%	33%	23%	41%	4.18
Having to transfer buses	30%	31%	24%	35%	3.99
There is no bus stop near your home	27%	9%	39%	38%	3.09
The behavior of others on the bus	11%	12%	13%	8%	2.88
Crowded buses	10%	9%	11%	9%	2.68
Concerns about personal safety when riding/waiting for buses	11%	11%	13%	7%	2.60
Lack of parking at park and ride lots	16%	11%	18%	20%	2.47
Not knowing how to use the bus system	11%	5%	19%	10%	2.40

Drive Alone Commuters Who Find the Bus Appealing

The top five major barriers for Drive Alone commuters in North King County to riding transit (in descending order):

1. Bus routes near home don't go to destination
2. Having irregular work hours
3. The time it takes by bus
4. Often having to work late
5. Having to transfer buses.

Table 12 shows how Drive Alone commuters from the three King County subareas rated the barriers.

Table 12: Significant Barrier to Riding the Bus for Drive Alone Commuters

	Total	North King County	South King County	East King County	Mean
Bus routes near home don't go to destination	51%	40%	58%	61%	4.86
Having to plan around schedules	33%	23%	35%	44%	4.61
The time it takes by bus	38%	36%	36%	42%	4.56
Often having to work late	43%	35%	49%	47%	4.37
Having to transfer buses	34%	32%	29%	41%	4.29
Having irregular work hours	40%	39%	43%	39%	4.21
The level of bus service after 6 p.m.	30%	29%	31%	31%	3.98
Needing a car during the day for personal errands while at work	28%	22%	38%	27%	3.65
Needing a car in case of an emergency at home	30%	26%	31%	33%	3.56
Needing a car during the work day for work-related business	30%	25%	37%	31%	3.50
The behavior of others on the bus	11%	11%	15%	8%	2.94
There is no bus stop near your home.	24%	7%	31%	40%	2.93
Crowded bus stops	9%	9%	10%	10%	2.72
Concerns about personal safety when riding/waiting for buses	11%	8%	20%	7%	2.70
Lack of parking at park and ride lots	18%	13%	24%	20%	2.64
Not knowing how to use the bus system	11%	8%	16%	10%	2.35

Customer Satisfaction with Metro

Table 13 shows how survey respondents were satisfied with Metro by the three King County subareas.

Table 13: Satisfaction with Specific Transit Elements by Planning Subarea of Residence - Very Satisfied

Work Location	North King County	South King County	East King County
Personal safety related to operation of the bus	65%	69%	77%
Driver courtesy	62%	69%	73%
Personal safety on the bus during the daytime	54%	55%	69%
Personal safety at the Park and Ride lot	51%	47%	58%
Availability of seating on the bus	44%	52%	61%
Inside cleanliness of buses	40%	47%	55%
Travel time by bus	39%	39%	51%
On-time performance by bus	38%	44%	48%
Security of your automobile at the Park and Ride lot	33%	28%	41%
Personal safety on bus after dark	24%	32%	42%
The wait time when transferring buses	21%	31%	37%
Personal safety waiting for the bus after dark	21%	26%	32%